

Programs & Services Checklist

In recent years, the availability of home and community-based services has increased dramatically. Since there are a variety of services and programs to choose from, it is important to know what options exist in your community, how these services can be paid for and what care is specifically offered by each provider. This will help you find the service provider that will best meet your needs.

If you decide to pursue a community program or in-home service, there are some steps you can follow to help make the best possible choice. To begin the process it is important to explore the reputation of each provider you consider.

The following checklist will help you determine the suitability of each provider. Not all of these questions will apply to each provider, but in general they should offer a good basis, whether you are investigating a home health care agency or an adult day health services center.

Credibility

- ☐ Is the agency or organization (provider) approved or licensed?
- ☐ How long has the provider been serving the community?
- ☐ How does the provider ensure the quality of service it supplies?
- ☐ How does the provider evaluate the skills and abilities of its staff?
- ☐ How are client rights protected?

Services

- ☐ What kind of services does the provider specifically offer?
- ☐ Do they offer the services you need?
- ☐ When is the staff on duty?
- ☐ Are clients asked to evaluate employee performance and other factors such as courtesy and behavior?
- ☐ How are emergencies handled?

Health Care

- ☐ Will there be a care plan developed? Can families and clients help decide this plan of care?
- ☐ Does the provider teach family members or caregivers about the type of care being provided?

Staff

- ☐ Who is the executive director, supervisor or administrator of the provider organization and what are his or her qualifications?
- ☐ Who can a client call if he or she has a problem or complaint?
- ☐ What type of training have the staff members received?
- ☐ Have there been any background and reference checks completed on the employees?
- ☐ Are the staff members trained in specialty care required by the clients?
- ☐ What happens if the staff member assigned to my care is not available or does not show up for a scheduled appointment?
- ☐ Will the provider be in contact with the other services that clients are receiving, such as their primary care physician or specialist?
- ☐ Does the provider ensure that the staff members are professionally licensed and insured?

Cost

- ☐ What are the charges or costs for the services or supplies required for client care?
- ☐ Are there financial assistance programs that can help cover the cost of services? How do potential clients apply for them?
- ☐ Will Medicare, Medicaid or private insurance cover any costs?
- ☐ Will the provider help fill out applications for funding assistance for the cost of the care received?
- ☐ Does the provider present all financial arrangements in writing?
- ☐ What is the provider's notification policy if services are to be canceled?
- ☐ What is the policy for clients who want to cancel services with the provider?

? FOR MORE INFORMATION ON PROGRAMS & SERVICES, PLEASE CONTACT THESE RESOURCES:

**THE COUNTY OFFICE ON AGING/
STATE INFORMATION HOTLINE**
NJEASE: 1.877.222.3737

**NEW JERSEY DEPARTMENT OF
HEALTH & SENIOR SERVICES
DIVISION OF AGING &
COMMUNITY SERVICES**
P.O. Box 807
Trenton, NJ 08625-0807
1.800.792.8820 (toll-free for
NJ residents only)

**NEW JERSEY DEPARTMENT OF
HUMAN SERVICES
DIVISION OF DISABILITY SERVICES**
222 South Warren Street
P.O. Box 700
Trenton, NJ 08625-0700
1.888.285.3036 (toll-free)
609.292.7800
609.292.1210 (TDD)
[www.state.nj.us/human
services/dd](http://www.state.nj.us/human-services/dd)

For more information or additional copies please contact New Jersey EASE (Easy Access Single Entry), toll-free at 1.877.222.3737, the State's Senior Services Helpline at 1.800.792.8820 (out of state callers: 1.877.222.3737), or visit the NJ Department of Health and Senior Services Website at www.state.nj.us/health/seniors.htm.

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